

I am grateful for having had the opportunity to Attend Northwest Clerks Institute – Professional Development 3. As a Deputy Clerk for the Haines Borough, this specialized training will improve my effectiveness and increase the efficiency of the Clerk's Office and thus the local government. The three topics that were the most beneficial were Leadership Integrity, which was based on the book *The Leadership Challenge: Getting Extraordinary Things Done in Organizations* by Kouzes and Posner, Decision Making, which provided several tools and models for making good decisions that make sense, and Communication, which provided best practices for communicating well in writing, in person, and in meetings. I would like to thank the Denali Commission and the Alaska Association of Municipal Clerks for the financial assistance provided to attend this very valuable education.

- Jamie Heinz
Haines Borough